

MARKET RESEARCH ANALYSIS FOR WINDOW CLEANING SERVICES

(NOTE TO THE WRITER: THIS MARKET RESEARCH ANALYSIS IS BASED ON A SURVEY OF COMMERCIAL SECTOR BUSINESS PRACTICES. IT COMPARES THE GOVERNMENT REQUIREMENT FOR SERVICES TO THE COMMERCIAL MARKET TO DETERMINE HOW THESE SERVICES ARE CONTRACTED. **THIS IS A GENERIC DOCUMENT THAT MUST BE TAILORED TO THE UNIQUE REQUIREMENTS AT EACH INSTALLATION.** THE PURPOSE OF THIS DOCUMENT IS TO DEMONSTRATE TO THE CONTRACTING OFFICE THAT THIS SERVICE CAN BE OBTAINED IN THE COMMERCIAL MARKET AND TO SET FORTH THE STANDARD FOR THE SERVICE IF A STANDARD EXISTS. THIS DOCUMENT INDICATES THAT THE SERVICE IS COMMERCIALY AVAILABLE AND WILL ALLOW CONTRACTING TO USE FAR PART 12 FOR COMMERCIAL ACQUISITIONS.)

**Insert Your AFB
And Date**

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MARKET RESEARCH FOR WINDOW CLEANING SERVICES

1. OBJECTIVE. The objective of this market research is to determine if window-cleaning services are customarily available in the commercial market and to determine the most suitable method for acquiring those services. If commercial services are not customarily available to meet the stated requirement it will be determined if the commercial services can be modified to meet the requirement or if the requirement has to be modified to meet the commercial standard. Finally, the results of this research will determine commercial practices for the method of contracting, types of contracts, performance standards, and the methods of inspection.

2. REQUIREMENT. The contractor shall provide window-cleaning services to the locations designated in the contract. Typical services are as follows:

- Windows shall be hand-washed and dried (screens removed and replaced as required).
- Interior and exterior of the windows must have all traces of film, dirt, smudges, or water removed.
- All other foreign matter shall be removed from frames, casings, sills, and glass.

3. PARTICIPANTS. HQ AFCEA/CEOC, 139 Barnes Drive, Suite 1, Tyndall AFB, FL 32403-5319.

4. SOURCES CONTACTED. Sources of information include hotels, banks, office buildings, window-cleaning companies, and national professional associations for window cleaning services. See Attachment 1 for list of sources contacted.

5. FINDINGS AND ANALYSIS.

5.1. GENERAL. The commercial market was surveyed for commercial standards, practices, and procedures. We used a variety of sources to collect appropriate data, including the local telephone book (yellow pages) and the yellow pages associated with various World Wide Web search engines. Through the Internet, we contacted the International Window Cleaning Association (IWCA), International Facility Management Association (IFMA), Building Owners Management Association (BOMA), and the Scaffold Industry Association (SIA). These organizations provided numerous other sources.

5.1.1. Service Providers. Next, we contacted companies that provide window-cleaning services. These companies have contracts that vary in frequency of cleaning depending on the type of business. Retail businesses typically have their windows cleaned daily or weekly for the high traffic areas. Other businesses have them cleaned monthly or quarterly.

5.1.2. Clients. The next sources contacted were the businesses requiring window-cleaning services. These businesses ranged from local hotels, banks, and department stores to large hotels or banks in large cities. The local businesses have their windows cleaned as part of the custodial services, have their own staff clean the windows, or contract out only the high rise windows occasionally (every 2 or 3 years as needed). Of the larger out-of-town businesses, about half have their own window cleaning crew and the other half contract the entire window cleaning. The chief engineer at the Weston Hotel in New York City stated they have their own window cleaning crew because if the windows are not treated properly, the cleaning can do more harm than good. Their windows open only about 5 inches for the safety of the guests. In order to clean the windows, the personnel must know the proper way to by-pass the mechanism; if this is not done properly, the windows will sustain damage. Performing this in-house ensures that their window cleaners are properly trained and supervised. The Marriott Hotels in New York, NY, San Francisco, CA, and Denver, CO contract out their window cleaning services. The high traffic areas are cleaned weekly by the window-cleaning contractor (touch ups might be performed by custodial service during the week if necessary). In New York and San Francisco, the inaccessible windows are cleaned quarterly. In Denver, the inaccessible windows are cleaned monthly.

5.2. STANDARDS. The private sector indicated that to their knowledge there are no formal or published standards for window cleaning services. There are Occupational Safety and Health Administration (OSHA) regulations and American National Standards Institute (ANSI) standards for the operation of cleaning high rise windows. Typically, the contractor and the customer discuss the requirements and mutually agree on the frequency of cleaning the stipulated windows. After the windows are cleaned, there should not be any debris inside or outside the glass, casings, frames, or sills.

5.3. SPECIFICATIONS/DESCRIPTION OF WORK. Private sector contracts may specify (1) the work of the contract, (2) the scope of work and frequency of work, (3) the contract sum, (4) contract term, (5) responsibilities of the contractor, (6) manager's responsibilities, (7) protection of persons and property, (8) indemnification, (9) insurance requirements, and (10) miscellaneous provisions. Some of the private firms use standard American Institute of Architects (AIA) contract documents, like the A101 or A107.

5.3.1. Quality Control. A formal Quality Control Program was not a contract requirement in the commercial sector; however, most contractors performing the service had their own internal quality control program.

5.4. METHOD OF SURVEILLANCE. The private sector does not have formal methods of inspections. The receiving firm observes a few of the windows cleaned and then requests corrections if needed. When the customer first starts receiving the service from the window cleaning company, they check more individual windows and check the windows more thoroughly. The companies performing the service also perform some self-inspections. The job supervisor is responsible for ensuring quality work.

5.5. METHODS OF CONTRACTING. The commercial firms generally solicit bids by phone or in writing. Most receiving companies had prior knowledge of the window cleaning company's ability

through word of mouth or from references provided by the window cleaning firm. Most of the local window-cleaning companies have verbal contracts with their customers. The provider negotiates a price per window based on site visit. Then a frequency is established, whether it be one-time, daily, weekly, monthly, quarterly, or yearly. The larger businesses require a written contract, specifying price and frequency for the window cleaning. These are typically written for one year. Payment is made either monthly or quarterly depending on the frequency of cleaning.

5.6. PRICING FACTORS. Pricing is usually based on the size of the windows, location of the windows (whether they are easily accessible), and the frequency of services. Some companies base the price on the estimated man-hours to clean the windows, including travel time to reach the job.

5.7. REMEDIES FOR NONCONFORMING SERVICES. There are no provisions for deductions in the commercial sector for this type of work. Unacceptable and nonconforming services are remedied by re-performance at no additional cost. The contractor must resolve the problem before being paid for the services. Contract provisions allow either party to terminate or cancel the contract with proper notification (usually 30 to 90 days).

6. CONCLUSIONS. Commercial contractors are available and willing to provide window-cleaning services. Many companies that now provide window-cleaning services are willing to provide this service to the Government. The work statement or specifications used by private industry to contract for services are very similar to Air Force requirements. The Government may want to consider the necessity and frequency for windows to be cleaned. In the private sector not all windows are cleaned on the same frequency. Also, the Government may consider including ground level window cleaning in the custodial service contract. Another powerful weapon the private sector has for ensuring acceptable performance is its ability to cancel or terminate the contract for any reason upon proper notification. Based on the above findings and analysis, window-cleaning services are a common commercial practice, and the requirement should be a FAR Part 12 acquisition.

ATTACHMENT 1
POINTS OF CONTACT DURING THE MARKET RESEARCH FOR
WINDOW CLEANING SERVICES

REFERENCE SOURCES:

1. International Window Cleaning Association (ICWA)
www.iwca.org
2. The Window Cleaning Network
www.window-cleaning-net.com
3. American Window Cleaner Magazine
<http://www2.awcmag.com/>
4. Building Owners and Managers Association (BOMA)
<http://www.boma.org/>
5. Occupational Safety and Health Administration (OSHA)
<http://www.osha.gov/>
6. Small Business Administration
<http://www.sbaonline.sba.gov>
7. American National Standards Institute (ANSI)
<http://www.ansi.org>

SOURCES CONTACTED:

1. Martin's Window Cleaning Corp
11209 Todd
Houston, TX 77055
<http://www.window-cleaning.com/martins.html>
2. Mid-Atlantic Window Cleaning Company
P.O. Box 8656
Philadelphia, PA 19101
<http://www.voicenet.com/~cibic/>
3. Program Service Group
2850 W Fulton
Chicago, IL 60612
<http://people.delphi.com/program/index.html>

4. Day Star Cleaning Company
1510 Beck Avenue
Panama City, FL 32401
5. Clear View Window Cleaning
(No address listed)
Lynn Haven, FL
(850) 265-4567
6. See Through Window Cleaning
(No address listed)
Panama City, FL
(850) 872-0665
7. Tech Services International
10800 Parkhill Circle
Panama City Beach, FL 32408
8. AM Window Cleaning
3004 NW 43
Oklahoma City, OK 73112
9. JRS International
P.O. Box 720482
Atlanta, GA 30358
10. Bay Point Marriott
4200 Marriott Drive
Panama City Beach, FL 32408
<http://www.marriott.com/marriott/PFNBP>
11. First National Bank Northwest Florida
101 E 23rd Street
Panama City, FL 32405
12. First Union
1002 W 23rd Street
Panama City, FL 32405
13. Chase Manhattan Bank

598 Madison Avenue
New York, NY 10022

14. JC Penney
2000 N Cove Blvd
Panama City, FL 32405
15. Weston Hotel
112 Central Park South
New York, NY
16. Marriott New York Financial Center
85 West Street
New York, NY 10006
<http://www.marriott.com/marriott/NYCWS>
17. San Francisco Marriott
55 Fourth Street
San Francisco, CA 94103
<http://www.marriott.com/marriott/SFODT>
18. Denver Marriott City Center
1701 California Street
Denver, CO 80202
<http://www.marriott.com/marriott/DENDT>

STATEMENT OF WORK FOR WINDOW CLEANING SERVICES

(NOTE TO THE WRITER: THIS STATEMENT OF WORK IS BASED ON COMMERCIAL MARKET PRACTICES AS DETERMINED BY THE MARKET RESEARCH CONDUCTED ON THIS REQUIREMENT. IT REFLECTS HOW THE COMMERCIAL SECTOR DOES BUSINESS. **YOU MUST TAILOR THE DOCUMENT FOR YOUR BASE BY INCLUDING YOUR UNIQUE REQUIREMENTS AND QUANTITIES FOR WORKLOAD ESTIMATES.** THE SURVEILLANCE METHODS REFLECTED IN THIS DOCUMENT MIRROR THE PRACTICES FOUND IN THE MARKET RESEARCH. IF YOU REQUIRE SPECIFIC SURVEILLANCE TECHNIQUES YOU SHOULD ADD THEM TO THE APPROPRIATE SECTION.)

**Insert Your AFB
And Date**

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**STATEMENT OF WORK
FOR
WINDOW CLEANING SERVICES**

(LIMIT THE ACQUISITION REFORM BARRIER OF RESTRICTIVE DEPARTMENT OF DEFENSE (DOD) DIRECTIVES OR AIR FORCE (AF) INSTRUCTIONS. INCLUDE ONLY DOD OR AF DOCUMENTS THAT ARE REQUIRED FOR ENVIRONMENTAL, SAFETY, OR SECURITY REASONS. WHEN THE GOVERNMENT UNIQUE INSTRUCTIONS OF A DOD OR AF DOCUMENT ARE DETERMINED ABSOLUTELY NECESSARY TO BE INCLUDED IN THE REQUIREMENT, REFERENCE ONLY THE SPECIFIC PARAGRAPHS OF THE DOCUMENT THAT PERTAIN.)

1. DESCRIPTION OF SERVICES. The contractor shall provide all management, tools, supplies, equipment and labor necessary to ensure that window-cleaning services are performed at (INSERT INSTALLATION NAME) in a manner that will maintain a neat and professional appearance. Windows to be cleaned: (INCLUDE A MAP DESIGNATING THE BUILDINGS LOCATIONS. A SITE VISIT BY A PROPOSED CONTRACTOR IS THE BEST METHOD FOR DETERMINING WORKLOAD.)

QTY	SIZE	TYPE	INSIDE/OUTSIDE	SCREEN	FREQUENCY	BLDG
2	30X60	CASEMENT	BOTH	YES	M	1302
16	48X72	FIXED	OUTSIDE	NO	Q	1423

1.1. BASIC SERVICES. The contractor shall provide window-cleaning services to the on-base locations designated in the contract. The services shall include complete cleanup of the work area, leaving no debris or cleaning supplies. The contractor shall perform the following services in accordance with the Occupational Safety and Health Administration (OSHA) and the American National Standards Institute (ANSI) safety guidelines: (NOTE: ADD OR DELETE REQUIREMENTS AS NEEDED.)

- Wash and dry windows.
- Remove, clean, and replace screens as required and notify government when screens need replaced.
- Remove foreign matter from frames, casings, and sills.

1.2. SPECIAL EVENT WINDOW CLEANING SERVICES. Upon notification by the contracting officer, the contractor shall perform special event window cleaning services as required. Special event services will be negotiated and priced separately from routine services if the special event causes services to be performed twice in one performance period (monthly, quarterly, etc).

2. SERVICE DELIVERY SUMMARY.

Performance Objective	SOW Para	Performance Threshold
Clean Windows, Screens, and Frames. Windows are clear and free of dirt, film, smudges, streaks, water and other foreign matter. Screens are free of dirt and debris; Damaged screens are repaired or replaced. The area surrounding the window is free of dirt, debris and water.	1	Customer complaints shall not exceed 2 per month.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES. (LIST GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT, ETC. OR INCLUDE IN APPENDIX C. THIS CAN INCLUDE VEHICLES, HEAVY EQUIPMENT, CONTAINERS, PLACARDS, LABELS, ACCUMULATION POINTS, ENVIRONMENTAL COMPLIANCE GUIDANCE, ETC.)

4. GENERAL INFORMATION.

4.1. QUALITY CONTROL. (OPTIONAL) Contractor shall develop and maintain a quality program to ensure window-cleaning services are performed in accordance with commonly accepted commercial practices and OSHA/ANSI safety guidelines. The contractor shall develop and implement procedures to identify and prevent defective services from recurring. As a minimum, the contractor shall develop quality control procedures that address the areas identified in paragraph 2, Service Delivery Summary. The government evaluator must have a specific quality control inspector to notify in case of customer complaints.

4.2. QUALITY ASSURANCE. The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

4.3. GOVERNMENT REMEDIES. The contracting officer shall follow the requirements of FAR 52.212-4, Contract Terms and Conditions for Commercial Items (May 1997), for contractor's failure to correct nonconforming services.

4.4. HOURS OF OPERATION. (INSERT APPROPRIATE HOURS.)

4.5. SECURITY REQUIREMENTS. (INCLUDE INSTALLATION AND CONTRACT OR REQUIREMENT-SPECIFIC SECURITY REQUIREMENTS OF THE CONTRACTOR AND EMPLOYEES HERE. THIS WILL INCLUDE BASE PASS REQUIREMENTS, SECURITY CLEARANCE REQUIREMENTS, ETC. DO NOT DUPLICATE SECURITY CLAUSES OR SPECIAL PROVISIONS REQUIRED IN THE SOLICITATION AND CONTRACT BY THE FEDERAL ACQUISITION REGULATION (FAR) AND ITS SUPPLEMENTS. THE UNIT SECURITY MONITOR SHOULD INITIATE A DD FORM 254, DOD CONTRACT

SECURITY CLASSIFICATION SPECIFICATION. REQUIREMENTS NOT COVERED IN THE DD FORM 254 OR THE SOLICITATION SHOULD BE INCLUDED HERE.)

4.6. PERFORMANCE OF SERVICES DURING CRISIS DECLARED BY THE NATIONAL COMMAND AUTHORITY OR OVERSEAS COMBATANT COMMANDER. (IDENTIFY SERVICES DETERMINED TO BE ESSENTIAL FOR PERFORMANCE DURING CRISIS ACCORDING TO DODI 3020.37. SPECIFY HOURS OF OPERATION REQUIRED AND THE PROCEDURES TO NOTIFY THE CONTRACTOR.)

4.7. SPECIAL QUALIFICATIONS. (NOTE: INSERT ANY ADDITIONAL SPECIAL CERTIFICATIONS OR REQUIREMENTS FOR EMPLOYEES IF DEEMED NECESSARY.)

4.8. PARTNERING AGREEMENT. (OPTIONAL) The contracting officer may require a partnering agreement between the government and the contractor to ensure joint cooperation and a sound partnership of all parties involved in the execution of this contract. Partnering is the creation of a government-contractor relationship that promotes achievement of mutually beneficial goals. It involves an agreement in principle to share the risks involved in completing the project and to establish and promote a nurturing partnership environment. Representatives from each organization are encouraged to participate in developing the partnering agreement. Suggested representation is the civil engineer manager, the government inspector, the government contract administrator, the contractor's manager and the contractor's quality control person. All costs for the partnership agreement should be shared equally between the government and contractor. This group is responsible for developing a formal partnering agreement that should be signed by all parties involved. The agreement should contain as a minimum: specific goals to be reached and a list of objectives to reach the goals, a set of metrics to evaluate the objectives, a frequency for meetings to review the metrics, and a statement of cooperation to execute the terms of the agreement. (NOTE: INSTALLATIONS MAY WANT TO REQUIRE AN INDEPENDENT MEDIATOR.)

5. APPENDICES.

A. Estimated Workload Data

B. Maps and/or Site Plans

C. Government Furnished Property/Services/Equipment

(NOTE: ADD ANY OTHER APPENDICES THAT MAY BE NEEDED.)

APPENDIX A

ESTIMATED WORKLOAD DATA

ITEM	NAME	ESTIMATED QUANTITY	
1	Wash and dry double hung windows (LIST FREQUENCY)	_____	Ea
2	Wash and dry casement windows (LIST FREQUENCY)	_____	Ea
3	Wash and dry fixed windows (LIST FREQUENCY)	_____	Ea
3	Remove, clean, replace screens (LIST FREQUENCY)	_____	Ea
4	Remove foreign matter from frames, casings, and sills	_____	Ea
5	Excessive height (above two stories) widows	_____	Unit
6	Special Events	_____	Each

(NOTE: LIST NUMBER OF WINDOWS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE.)

APPENDIX B

MAPS AND/OR SITE PLANS

SUGGESTED MAPS ARE:

LOCATIONS OF WINDOWS- USE ALPH-NUMERIC SYMBOLS TO DIFFERENTIATE TYPE

AND SIZE OF WINDOWS SIMILAR TO A WINDOW SCHEDULE

AUTHORIZED GATE ENTRY POINTS

BASE MAP OF ALL PERTINENT OFFICES

EMERGENCY SERVICES

(NOTE: ADD MAPS/PLANS AS CONSIDERED APPROPRIATE.)

APPENDIX C

GOVERNMENT FURNISHED PROPERTY/SERVICES/EQUIPMENT

POSSIBLE ITEMS ARE:

UTILITIES

POTABLE WATER

SCAFFOLDING

BUCKET TRUCKS

(NOTE: ADD DATA AS CONSIDERED APPROPRIATE.)

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
WINDOW CLEANING SERVICES**

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QUALITY ASSURANCE SURVEILLANCE PLAN FOR WINDOW CLEANING SERVICES

INTRODUCTION

This Quality Assurance Surveillance Plan (QASP) has been developed to evaluate contractor actions while implementing this SOW. It is designed to provide an effective surveillance method of monitoring contractor performance for each listed objective on the Service Delivery Summary (SDS) in the maintenance contract.

The QASP provides a systematic method to evaluate the services the contractor is required to furnish.

This QASP is based on the premise the government desires to maintain a quality standard in operating, maintaining, and repairing facilities and that a service contract to provide the service is the best means of achieving that objective.

The contractor, and not the government, is responsible for management and quality control actions to meet the terms of the contract. The role of the government is quality assurance to ensure contract standards are achieved.

In this contract the quality control program is the driver for product quality. The contractor is required to develop a comprehensive program of inspections and monitoring actions. The first major step to ensuring a “self-correcting” contract is to ensure that the quality control program approved at the beginning of the contract provides the measures needed to lead the contractor to success.

Once the quality control program is approved, careful application of the process and standards presented in the remainder of this document will ensure a robust quality assurance program.

**QUALITY ASSURANCE SURVEILLANCE PLAN
FOR
WINDOW CLEANING SERVICES**

Performance Objective	SOW Para	Performance Threshold
Clean Windows, Screens, and Frames. Windows are clear and free of dirt, film, smudges, streaks, water and other foreign matter. Screens are free of dirt and debris; Damaged screens are repaired or replaced. The area surrounding the window is free of dirt, debris and water.	1	Customer complaints shall not exceed 2 per month.

SURVEILLANCE: The government quality assurance (QA) person will receive complaints from base personnel and pass them to the contractor's quality control inspector (QCI) for correction.

STANDARD: Two (2) customer complaints are permitted each month. If more than 2 customer complaints are received the QA shall notify the contracting officer for appropriate action in accordance with FAR 52.212.4, Contract Terms and Conditions-Commercial Items (May 1997) or the appropriate Inspection of Services clause.

PROCEDURES: Any base employee that observes unacceptable services, either incomplete or not performed, for any of the above performance objectives should immediately contact the QA and the QA will complete appropriate documentation to record the complaint. The QA will consider the customer complaint valid upon receipt from the customer. The QA should inform the customer of the approximate time the unacceptable performance will be corrected and advise the customer to contact the QA if not corrected. The QA will consider customer complaints as resolved unless notified otherwise by the customer. The QA shall verbally notify the Contractor's Quality Control Inspector (QCI) to pick up the written customer complaint. The QCI will be given two hours after verbal notification to correct the unacceptable performance. If the QCI disagrees with the complaint after investigation of the site and challenges the validity of the complaint, the QCI will notify the QA. The QA will conduct an investigation to determine the validity of the complaint. If the QA determines the complaint as invalid, he will document the written complaint of the findings and notify the customer. The QA will retain the annotated copy of the written complaint for his/her files. If after investigation the QA determines the complaint as valid, the QA will inform the QCI and the QCI will be given an additional hour to correct the defect. A defect will not be recorded if proper and timely correction of the unacceptable condition(s) is accomplished. The QCI shall return the written customer complaint document, properly completed with actions taken, to the QA, who will file the complaint for monitoring future recurring performance.

GOVERNMENT COST ESTIMATE FOR WINDOW CLEANING SERVICES

NOTES: DETERMINING A GOVERNMENT COST ESTIMATE FOR A SERVICE CONTRACT IS NOT A SIMPLE PROCESS. SINCE LABOR IS THE MAIN FACTOR OF COST IN A SERVICE CONTRACT; THE COSTS FOR THE SKILLS PERFORMING THE SERVICE WILL BE DRIVEN BY THE LOCAL LABOR RATES. THE DIFFICULTY LIES IN DEFINING THE SKILLS REQUIRED, AND THE SIZE OF THE CREW THAT WILL PERFORM THE SERVICE, AND THEN DETERMINING THE LOCAL LABOR RATE FOR THE PARTICULAR SKILL. MARKET RESEARCH INDICATES THAT MOST USERS OF THE SERVICE WOULD APPROXIMATE COSTS FROM SERVICE PROVIDERS. TO ASSIST YOU IN DETERMINING THE GOVERNMENT COST ESTIMATE FOR THIS SERVICE CONTRACT, WORKLOAD DRIVERS, HAVE BEEN DEFINED (SEE BELOW). YOU CAN ENTER THE QUANTITIES FROM YOUR BASE AND PROVIDE THIS INFORMATION TO SEVERAL SUGGESTED SOURCES IN YOUR LOCAL AREA. IN MOST CASES, THEY WILL PROVIDE YOU AN ESTIMATE FOR PERFORMING THE SERVICE. YOU CAN COMPARE THE ESTIMATES AND THEN SUBMIT YOUR ESTIMATE (GOVERNMENT ESTIMATE) BASED ON WHAT YOU FOUND IN THE LOCAL MARKET.

ESTIMATED WORKLOAD DATA

ITEM	NAME	ESTIMATED QUANTITY	
1	Wash and dry double hung windows (LIST FREQUENCY)	_____	Ea
2	Wash and dry casement windows (LIST FREQUENCY)	_____	Ea
3	Wash and dry fixed windows (LIST FREQUENCY)	_____	Ea
3	Remove, clean, replace screens (LIST FREQUENCY)	_____	Ea
4	Remove foreign matter from frames, casings, and sills	_____	Ea
5	Excessive height (above two stories) widows	_____	Unit
6	Special Events	_____	Each

(NOTE: LIST NUMBER OF WINDOWS AND ADD OTHER WORKLOAD DATA AS CONSIDERED APPROPRIATE)

**SUGGESTED
BID SCHEDULE**

<u>CONTRACT LINE ITEM NO. (CLIN)</u>	<u>SUPPLIES/SERVICE</u>	<u>QTY</u>	<u>UNIT</u>	<u>UNIT PRICE</u>	<u>AMOUNT</u>
0001	NONPERSONAL SERVICES: Provide all supervision, personnel, equipment, transportation, material, and other items and services necessary to provide Window Cleaning services at (INSERT NAME OF INSTALLATION) for the period (INSERT PERFORMANCE PERIOD) in accordance with the Statement of Work in Section C.				
0001AA	Clean Windows, Screens, and Frames.	12	MO	_____	_____
TOTAL CLIN 0001					=====

(THE BASE SHOULD DUPLICATE THE BID SCHEDULE FOR EACH OPTION YEAR. IT IS
RECOMMENDED THAT A BASIC PLUS FOUR OPTION YEARS CONTRACT BE USED.)